FIG. 1a

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Applix	Problem Mgmt Change Mgmt	Notification	E-mail pager fax mobile	Web Server	Inform users SLA Reporting Status Reporting	Reporting	Application Service Reporting Ad-Hoc

-17

Subscribe

Historical Service Degradation Database

15

COMMAND/POST Console	Connect Help Desk	Phone Point

Application Service Alerts, Filter, Correlate, Automation, Notification, Inform users, Generate Trouble Reports

Provide a Centralized view of KPN

16

Connect NNM	Connect SPO

HP NNM	SPO

12

Nerve Center CEM

Operator Console

Filter Events, Consolidate Event by Service, Translate Events, Web Posting SLA, Monitor discovered dependent services

Monitoring Agent

18
11

Application KM	Unix Server	NT Server	Synthetic Transactions
Managed Node	Managed Node	Managed Node	Response time Network-Discovery

10

Incoming signals

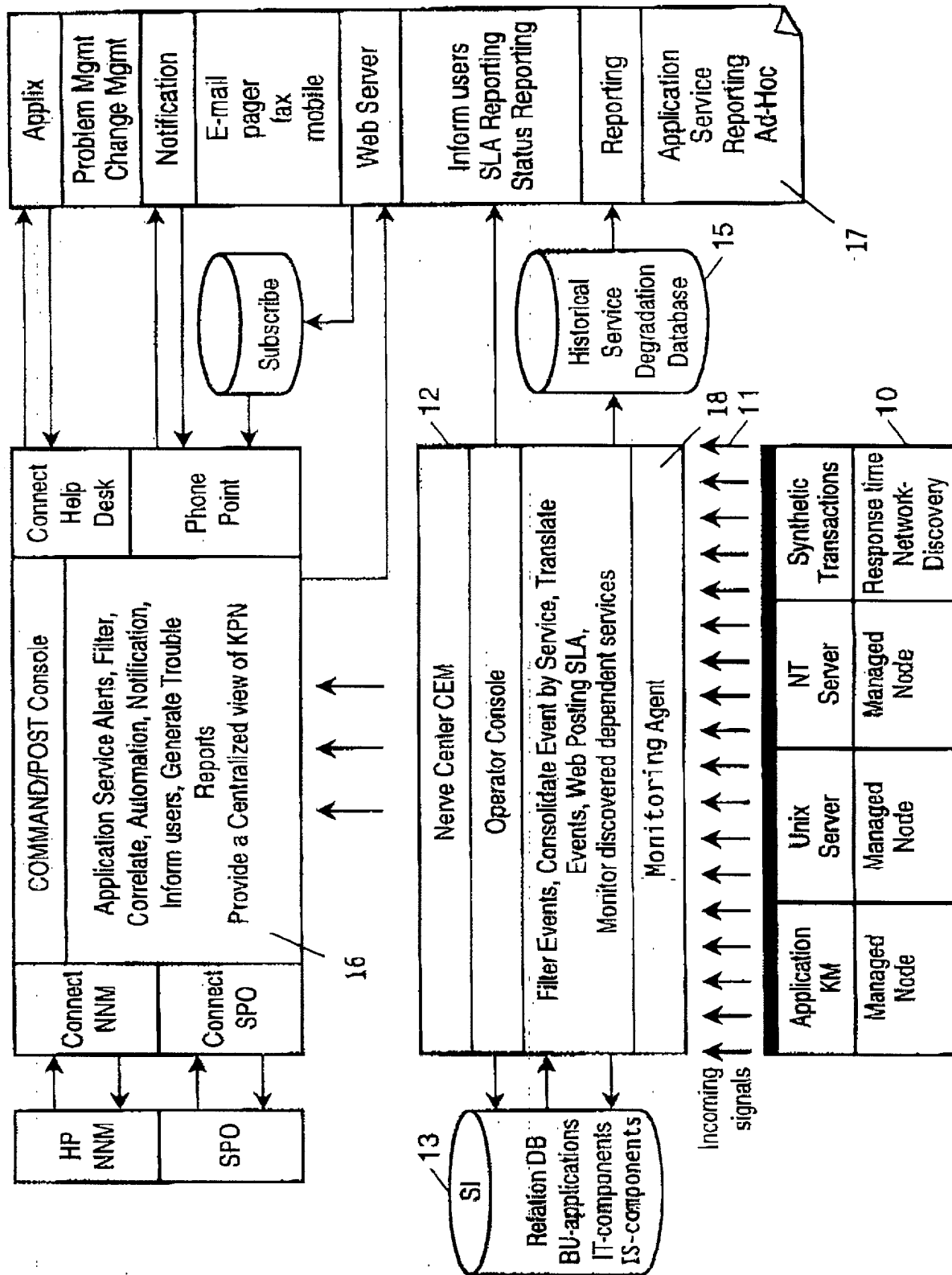SI

Relation DB BU-applications IT-components IS-components

13

FIG. 1b

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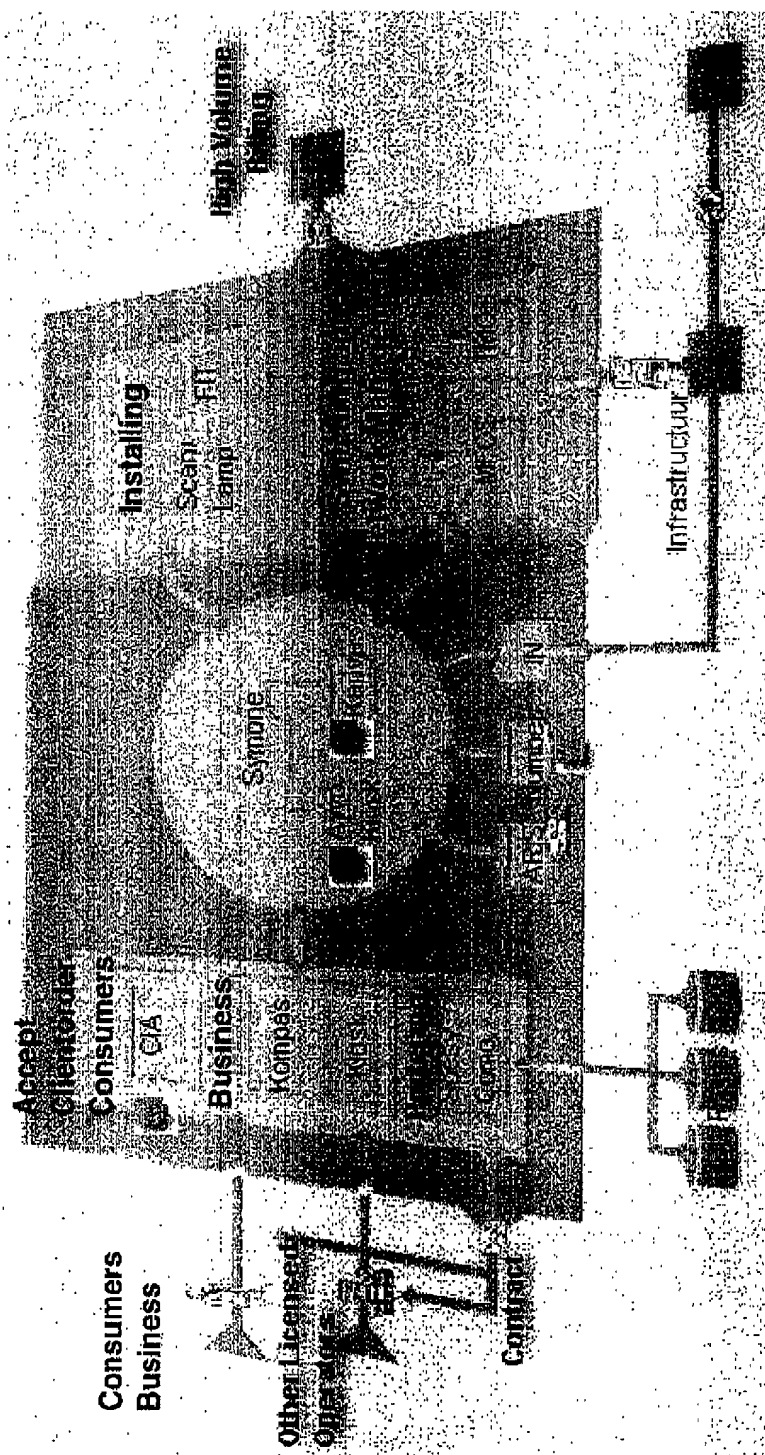FIG. 2a

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★Login
 • Login CIA
 • Logout CIA
 • Change password
 • End of program
★Connections
 • New construction
 • Migration (ISDN)
 • Move
 • Change infrastructure
 • Abort
 • Outporting
 • Installation task
 • AWO direct
★Client info
 ◆ DBI
 ◆ BILLIT
 ◆ NUMBES

★Primarent
 • New rent contract
 • End T65/T88 rentcontract
 • End rentcontract
 • Invoice teleorder
 • Return within 8 days
 • Exchange apparatus
 • Replace defect apparatus
 • Change serviceform
 • Take over rentcontract
 • Request rentcontract
 • End with contractor

★Administrative tasks
 • Take over contract
 • Correct client name
 ◆ Database
 • Change invoice number
 • Note-address change
 • Note-form change
 • Request database
 • Screen number
 • Change form subscription
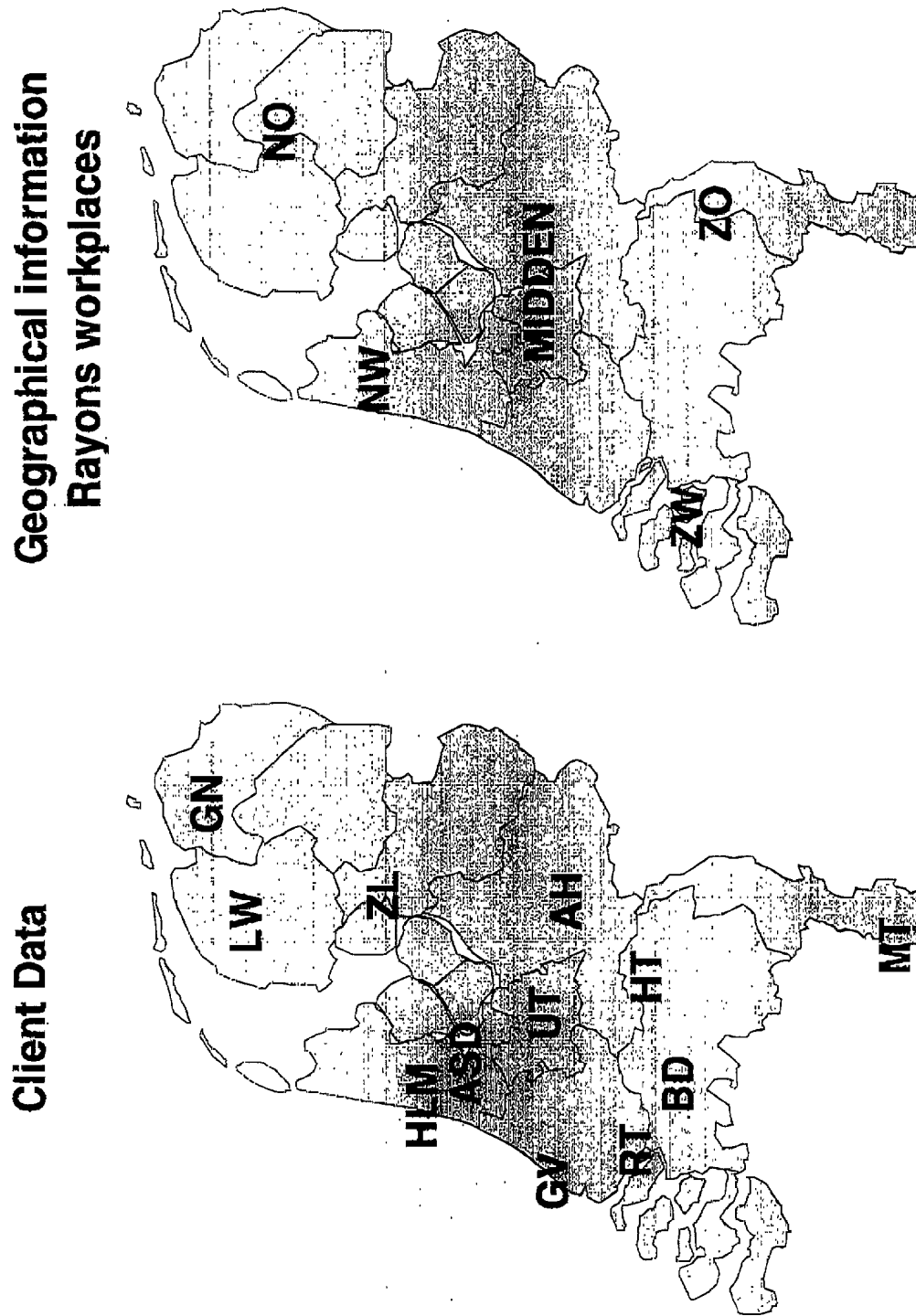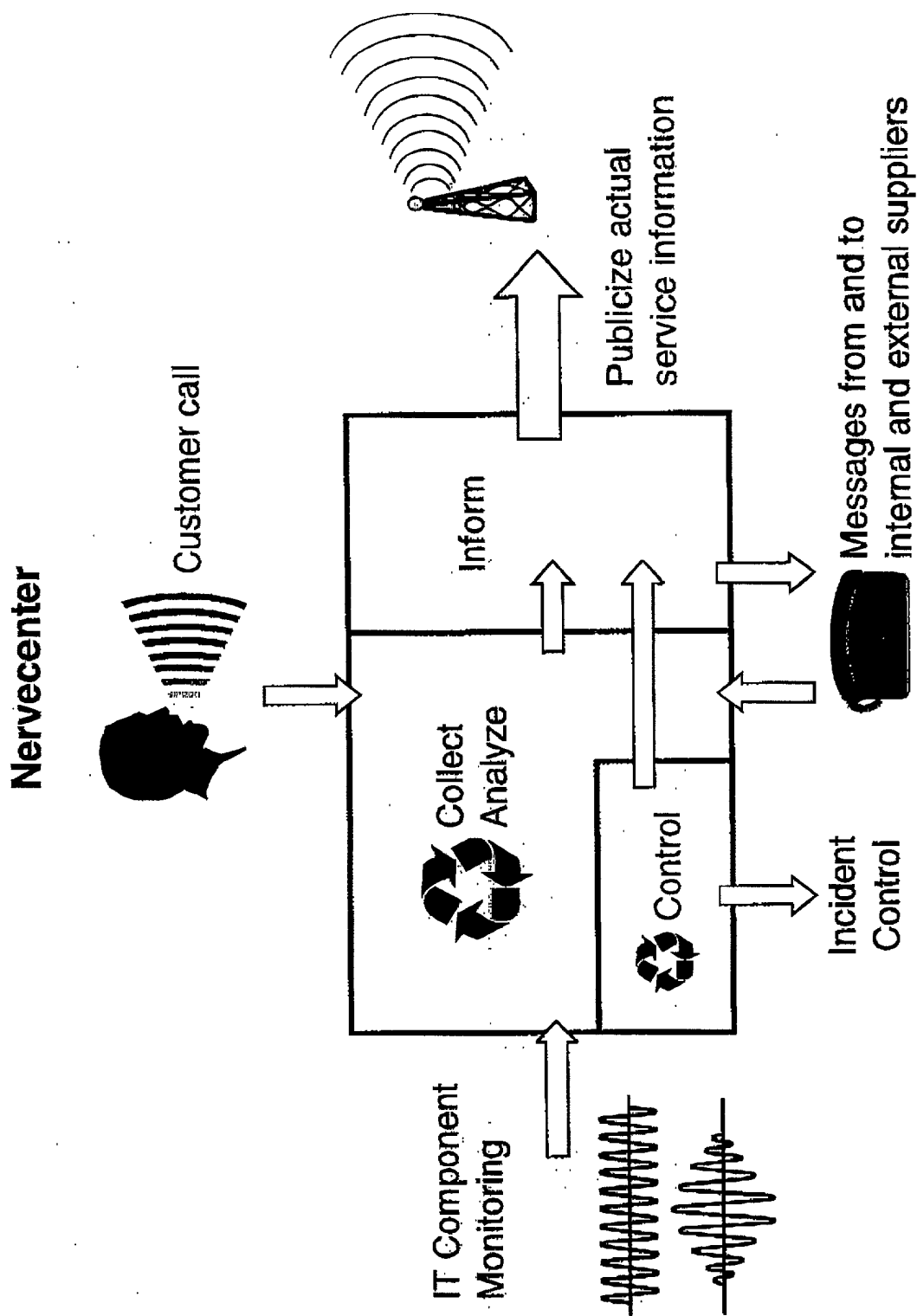 • Stop
★Messages
 • Message of the day

FIG. 2b

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Client Data

Geographical information
Rayons workplaces

FIG. 3

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Nervecenter

Customer call

Inform

Publicize actual
service information

Collect
Analyze

Control

Incident
Control

Messages from and to
internal and external suppliers

IT Component
Monitoring

FIG. 4